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July 23, 2010

The Honorable Jocelyn Boyd
Chief Clerk of the Commission
Public Service Commission of South Carolina
Post Office Drawer 11649
Columbia, South Carolina 29211

Re: Complaint and Petition for Relief of BellSouth Telecommunications, Inc. d/b/a AT&T Southeast d/b/a AT&T South Carolina v. Affordable Phone Services, Inc. d/b/a High Tech Communications, Dialtone & More, Inc., Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC, OneTone Telecom, Inc., dPi Teleconnect, LLC and Image Access, Inc., d/b/a New Phone
Docket No. 2010-14-C, Docket No. 2010-15-C, Docket No. 2010-16-C,
Docket No. 2010-17-C, Docket No. 2010-18-C, & Docket No. 2010-19-C

Dear Ms. Boyd:

Enclosed for filing are the Stipulations for Consolidated Phase in the above-referenced matters.

By copy of this letter, I am serving all parties of record with a copy of this pleading as indicated on the attached Certificate of Service.

Sincerely,

A handwritten signature in black ink that reads "Patrick W. Turner". The signature is written in a cursive, flowing style.

Patrick W. Turner

PWT/nml
Enclosure
cc: All Parties of Record
832935

**BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA**

In Re: BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a
 AT&T South Carolina v. Affordable Phone Services, Incorporated d/b/a
 High Tech Communications
 Docket No. 2010-14-C

 BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a
 AT&T South Carolina v. Dialtone & More Incorporated
 Docket No. 2010-15-C

 BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a
 AT&T South Carolina v. Tennessee Telephone Service, LLC d/b/a
 Freedom Communications USA, LLC
 Docket No. 2010-16-C

 BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a
 AT&T South Carolina v. OneTone Telecom, Incorporated
 Docket No. 2010-17-C

 BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a
 AT&T South Carolina v. dPi Teleconnect, LLC
 Docket No. 2010-18-C

 BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a
 AT&T South Carolina v. Image Access, Incorporated d/b/a New Phone
 Docket No. 2010-19-C

STIPULATIONS FOR CONSOLIDATED PHASE

In accordance with the Joint Motion on Procedural Schedule submitted in these Dockets on June 15, 2010, BellSouth Telecommunications, Inc. d/b/a d/b/a AT&T Southeast d/b/a AT&T South Carolina (“AT&T South Carolina”) and each of the Respondents in the above-referenced Dockets (collectively the “Parties”), without objection from the South Carolina Office of Regulatory Staff (“ORS”) respectfully submit the following Stipulations for use in resolving the issues presented in the Consolidated Phase of these Dockets.¹

¹ See Joint Motion on Procedural Issues submitted May 20, 2010.

I. Introduction

The Parties agree that in the Consolidated Phase of these dockets, it is neither practical nor necessary to identify the terms and conditions of each and every retail promotional offering that may be implicated by the various pleadings in these Dockets, and the Parties have not attempted to do so in these Stipulations. Instead, the Parties submit the stipulations in Section II below to give the Commission a general description of the representative types of promotions that are addressed in the three issues in the Consolidated Phase – *i.e.*, Cashback Offerings, Referral Marketing (“Word-of-Mouth”), and Line Connection Charge Waiver (“LCCW”) – and a general description of the representative types of AT&T retail offerings that are subject to such promotions. In Sections III and IV, the Parties provide a general description of a representative process for AT&T’s retail customers and its wholesale customers to request a promotional offering. The Parties respectfully ask the Commission to address the issues in the Consolidated Phase based on these stipulations and the representative types of promotions and processes included herein.

In addressing the specific offerings in the Consolidated Phase, the Parties agree to the following:

a. Cashback and LCCW (described at page 2, paragraphs 2(a) and 2(c), respectively, of the Joint Motion on Procedural Issues). As to these offerings, the Parties ask the Commission **in this Consolidated Phase** to assume that the Parties agree that a Respondent is entitled to receive a promotional credit and **that the only dispute is the amount of the credit** to which the Respondents are entitled.²

² Some of AT&T’s cashback promotional offerings are associated with long distance services, and AT&T has denied promotional credit requests associated with such offerings. These stipulations do not address such offerings, and each Party reserves all rights to argue, in

b. Word-of-Mouth (described at page 2, paragraph 2(b) of the Joint Motion on Procedural Issues). As to this offering, the Parties ask that the Commission make an initial determination as to whether the word-of-mouth referral reward program described herein is subject to the resale obligations of the federal Telecommunications Act of 1996 and other applicable law. **If the Commission determines that the referral award program described herein is subject to such resale obligations,** the Parties ask that the Commission further assume that the Parties agree that a Respondent is entitled to receive a promotional credit and **that the only dispute is the amount of the credit** to which the Respondents are entitled.

In reaching the Stipulations below in the Consolidated Phase, no Party waives any of its rights to, after the Commission has issued an order resolving the issues in the Consolidated Phase, present evidence and arguments regarding each and every retail promotional offering that may be implicated by the various pleadings in these Dockets, including how and whether credit requests have been processed and credits issued by AT&T to any Respondent and whether a given Respondent is entitled to receive a given amount of promotional credits.

Similarly, the Parties agree that in the Consolidated Phase, it is neither practical nor necessary to address the facts specific to any Respondents' requested promotional credits, or AT&T's processing of those credits. In order to provide context for the Commission to decide the issues presented in the Consolidated Phase, however, the parties submit the stipulations in Sections III and IV below. In reaching these Stipulations in the Consolidated Phase, no Party waives any of its rights, after the Commission has issued an order resolving the issues in the

subsequent phases of these proceedings and in other forums, that such promotional offerings are or are not subject to the resale obligations of the federal Telecommunications Act of 1996 and other applicable law.

Consolidated Phase, to present additional evidence and arguments as to retail and wholesale requests for any offerings that are being or have been processed.

II. Representative Description of Promotions

a. Cashback Offerings

1. Attachment A to these Stipulations are representative descriptions of various Cashback Offerings. Attachment B to these Stipulations are representative descriptions of retail services and prices that are the subject of these representative Cashback Offerings, and the parties stipulate that additional representative descriptions of retail services and prices that are the subject of these representative Cashback Offerings are available at: <http://cpr.bellsouth.com/pdf/sc/g996.pdf#page=1>.

b. Word-of-Mouth Offerings

2. Attachment C to these Stipulations is a representative description of a “Word-of-Mouth” Referral Offering.

c. LCCW Offerings

3. Attachment D to these Stipulations are representative descriptions of various LCCW Offerings. Attachment B to these Stipulations are representative descriptions of the retail services and prices that are the subject of these representative LCCW Offerings, and the parties stipulate that additional representative descriptions of retail services and prices that are the subject of these representative LCCW Offerings are available at: <http://cpr.bellsouth.com/pdf/sc/g996.pdf#page=1>.

III. AT&T’s Procedure for Processing a Retail Request for a Promotional Offering

4. An AT&T retail customer is billed the standard retail price for the telecommunications services subject to a “cashback” promotional offering. The AT&T retail

customer then requests the benefits of the cashback promotion either on-line or by mailing in a form within the allowable time period as described in the terms and conditions of the particular promotion. If the retail customer meets the qualifications of the promotional offering, AT&T mails a check, gift card, or other item (as described in the promotional offering) to the retail customer's billing address. This process is further described by AT&T in "frequently asked questions" found at <https://rewardcenter.att.com/FAQ.aspx>. Attachment E to these Stipulations is a copy of this description.

5. At the time an AT&T retail customer requests a "LCCW" promotional offering, an AT&T retail representative determines whether the retail customer meets all qualifications of the offering. If the retail customer meets those qualifications, the line connection charge is waived.

6. If an existing AT&T retail customer refers a potential customer to AT&T and the potential customer orders service(s) that qualify for the "Word-of-Mouth" Referral Offering, the AT&T customer referring the new customer to AT&T may be entitled a referral benefit. In order to process the request for the benefit, the referring AT&T retail customer requests the benefits of the promotion on-line by: (1) registering in the program; (2) nominating a potential customer before that customer orders qualifying service(s) from AT&T; and (3) after the potential customer orders qualifying service(s) from AT&T, providing that customer's account information to AT&T online. If the referring retail customer meets the qualifications of the promotional offering, AT&T mails a gift card or other item (as described in the promotional offering) to that retail customer's billing address. The AT&T retail customer that refers a potential customer as set forth above is billed the standard retail price for the telecommunications services he or she purchases from AT&T.

IV. AT&T's Procedure for Processing a Wholesale Request for a Promotional Offering

7. When a Respondent purchases for resale the telecommunications services that are subject to any of the offerings described herein, AT&T bills the Respondent the wholesale rate (the retail rate less the 14.8% residential resale discount established by this Commission) for those telecommunications services.

8. After being billed by AT&T, the Respondent submits promotional credit requests seeking any credits to which it believes it is entitled pursuant to the offering.³

9. Upon receipt of these requests, AT&T reviews them to determine whether it believes the Respondent is entitled to the credits it requests. To the extent AT&T determines that the Respondent is entitled to the requested credits, AT&T applies the credits that it believes are due on a subsequent bill to the Respondent.⁴

10. For purposes of this Consolidated Phase, the Parties agree that AT&T did not seek prior approval from the Commission regarding the methodology it used to calculate the amount of promotional credits to Respondents that are the subject of the Consolidated Phase.



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³ These stipulations address only the process for the 9-state former BellSouth region and not the process for the other 13 states in which an AT&T entity operates as an ILEC.

⁴ As mentioned above, neither Respondents nor AT&T stipulate that AT&T has or has not processed or applied all credits that AT&T has deemed are due, and neither Respondents nor AT&T stipulate that AT&T has or has not processed all credits that are actually due.

Jack Pringle by post w/ permission per email
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ATTACHMENT A

Promotion Description

Competitive Acquisition \$25 Cash Back

Overview

The Competitive Acquisition \$25 Cash Back promotion is scheduled to begin on 2/1/2008 and end on 3/31/2008. Customers who purchase the 2 pack package plus an unlimited or non-unlimited LD plan will receive \$25 Cash Back and optional voice mail service.

Promotion Specifics

The 2-Pack package is a class of service that is bundled with any affiliate service(s) (AT&T LD, DTV, FastAccess DSL, Cingular). Competitive Acquisition customers who purchase this bundle with AT&T LD will be eligible for \$25 reward.

The 2 Pack class of service will include the following components:

- PAMA 6 Class of service which contains the following:
 - 1FR
 - Caller ID Deluxe
 - Call Waiting Deluxe
 - Voice Mail Companion Services package
 - *98 service
 - Message Waiting Indicator
 - Call Forward Busy Line
 - Call Forward Don't Answer
- The price of the 2 pack package is \$18.
- Customer must select at least one (1) affiliate service to complete the bundle.
- Optional Voice Mail will be available free for life of bundle subscription.
- Unlimited LD or non-unlimited LD must be purchased in order to qualify.

Promotion Restrictions/Eligibility Requirements

1. Customer must have at least one wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address within the AT&T territory.
2. The customer must select AT&T as their local service provider.
3. Customer must request the qualifying service at the same address & in the same name as the existing service, unless customer is planning an imminent move from one address in AT&T territory to another address within thirty (30) days of responding to the offer. In the case of an imminent move, AT&T can offer the customer the promotion & place the order at the new address.
4. This offer is not valid for out of region customers who are new to AT&T.
5. This offer may be extended to new or existing AT&T customers who call into a AT&T residential business office and request this specific bundle.
6. Customer must not have had local service with AT&T at least ten (10) days prior to the new service connection date (unless they are an existing customer specifically requesting this bundle offer)
7. AT&T employees are not eligible for this offer.
8. Offer valid for only one (1) service line at the intended local service
9. Offer may be combined with cash back offers on other affiliates, or other promotional offers on the same service, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.
10. Customers may combine this offer with the service connection fee waiver promotion.
11. This offer is available only in markets where 2-Pack is available.
12. AT&T reserves the right to discontinue or modify this promotion at any time without notice.
13. Customer must have the eligible services on their new service order (N) in order to receive

the promotional offer (unless they are an existing customer requesting this offer).

14. The customer must place the order through a BellSouth business office or outbound telemarketing vendor or alternate channels as indicated.

15. Once the customer completes the above requirements, they will receive the specified discount for the products on their monthly bill. If the customer cancels or discontinues one or more of the qualifying services, they will be ineligible for the discount.

16. Upon order completion, customer must redeem for reward at www.att.com/rewardcenter

17. If the customer cancels or discontinues the qualifying service prior to reward fulfillment, he will be ineligible for the reward.

Promotion Description

Competitive Acquisition for Complete Choice Basic and Complete Choice Enhanced

Overview

The Competitive Acquisition for Complete Choice Basic and Complete Choice Enhanced began on 11/17/2008 and is extended to 03/20/2010, after initially ending on 09/30/2009.

Promotion Specifics

Competitive Acquisition customers who are with another local service provider or are wireless subscribers are eligible to receive a \$50 reward when purchasing Complete Choice Basic or Complete Choice Enhanced.

Promotion Restrictions/Eligibility Requirements

1. Customer must have at least one wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address within the AT&T territory.
2. Customer must request the qualifying service at the same address and in the same name as the existing service, unless customer is planning an imminent move from one address in AT&T territory to another address in AT&T territory within 30 days of responding to the offer. In the case of an imminent move, AT&T can offer the customer the promotion and place the order at the new address.
3. This offer is not valid for out-of-region customers who are new to AT&T.
4. Customer must retain service for a minimum of 30 days.
5. Offer valid for only one (1) service line at the intended local service address.
6. AT&T employees are not eligible for this offer.
7. This offer may be combined with other Competitive Acquisition offers except this offer may not be combined with other Regulated Competitive Acquisition cash back offers.

Promotion Description

Competitive Acquisition \$100 Reward #1491

Overview

The Competitive Acquisition \$100 Reward promotion is scheduled to begin on 10/01/2007 and end on 12/31/2007. Competitive Acquisition customers who are with another local service provider or are wireless subtitutors will have a choice of either \$100 Target gift card, Visa card, or cash back when selecting BellSouth local service, purchasing BellSouth(R) Complete Choice(R) family plan or BellSouth(R) PreferredPack plan and BSLD Unlimited calling plan. The customer must select Bundle 36, 53 or 58.

Promotion Specifics

Competitive Acquisition customers who are with another local service provider or are wireless subtitutors who purchase Complete Choice or BellSouth Preferred Pack AND BSLD Unlimited will be eligible for a \$100 Reward. The customer must be in BUN36, BUN53 or BUN58.

Promotion Restrictions/Eligibility Requirements

1. Customer must have at least one wireline local service or equivalent (wireless in lieu of wireline) with a provider other than BellSouth at a local service address with in the BellSouth territory.
2. The customer must select BellSouth as their local service provider.
3. Customer must request the qualifying service at the same address & in the same name as the existing service, unless customer is planning an imminent move from one address in BellSouth territory to another address within 30 days of responding to the offer. In the case of an imminent move, BellSouth can offer the customer the promotion & place the order at the new address.
4. This offer is not valid for out of region customers who are new to BellSouth.
5. This offer is not available to existing BellSouth customers.
6. Customer must not have had local service with BellSouth at least 10 days prior to the new service connection date.
7. BellSouth employees are not eligible for this offer.
8. Offer valid for only one (1) service line at the intended local service
9. Offer may be combined with cash back offers on other affiliates, or other promotional offers on the same service, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.
10. Customers may combine this offer with the service connection fee waiver promotion.
11. BellSouth reserves the right to discontinue or modify this promotion any time without notice.
12. The customer must place the order on or before 12/31/2007.
13. Customer must have the eligible services on their new service order (N) in order to receive the promotional offer.
14. The customer must place the order through a BellSouth business office or outbound telemarketing vendor or alternate channels as indicated.
15. Customer must redeem online at www.att.com/rewardcenter once order is complete.
16. The customer must select his reward at time of redemption.
17. If the customer cancels or discontinues the qualifying service prior to reward fulfillment, he will be ineligible for the reward.
18. Customer must purchase a Competitive Acquisition (BUN 36, BUN 53 OR BUN 58).

Promotion Description

Saves \$50 Reward 1534

Overview

The Saves \$50 Reward promotion is extended to 1/31/2008. A \$50 Saves Closer Coupon would be available for SAs to use when existing residential customers contact BellSouth to disconnect service in attempt to prevent the customer from disconnecting their local service. Customer must retain Complete Choice or Area Plus with Complete Choice feature package.

Promotion Specifics

Existing residential customers who contact BellSouth and request to disconnect their service will be eligible to receive a \$50 Reward if they agree to extend their service with BellSouth. Reward is limited to customers who purchase a Complete Choice or Area Plus with Complete Choice feature package.

Promotion Restrictions/Eligibility Requirements

1. Customer must retain Complete Choice or Area Plus with Complete Choice feature package plan.
2. Customer must redeem within the specified time frame at www.att.com/bellsouthrewards
3. Customer must be a CC or APCC package subscriber upon redemption in order to receive reward.
4. Offer valid through 1/31/2008.
5. Offer valid in 9 states within the BellSouth footprint.
6. Offer may be combined with cash back offers or other promotional offers on the same services, as much offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.
7. If the customer cancels or discontinues their BellSouth service prior to fulfillment, they will be ineligible to receive the reward.
8. BellSouth reserves the right to discontinue or modify this promotion at any time without notice.
9. Offer valid for only one (1) service line at the intended local service address.
11. Offer available only to customers calling in to disconnect their local service.
12. Customer must redeem at www.att.com/bellsouthreward
13. Service must be active on customer's account at time of redemption.
14. Offer available to existing BellSouth residential customers who contact BellSouth to disconnect their existing local service.

Promotion Description

Overview

The promotion began on **2/01/2009** and will end on **1/31/2010**.

It is being extended from 2/1/2010 through 1/31/2011.

New or existing customers identified as movers who receive a marketing contact (direct mail), email, coupon, insert, rep offer, etc) and who place an order to move their service to a new service address and have or add Complete Choice Basic or Complete Choice Enhanced are eligible for a \$50 reward card after mail-in redemption.

Promotion Specifics

This offer provides \$50 cash back when customer orders an access line (N or T order) and either **has or newly adds** Complete Choice Basic or Complete Choice Enhanced

The customer must be **moving** and place an N or T order with Complete Choice Basic or Complete Choice Enhanced at the new address. Customers must receive a marketing contact to be eligible. "Marketing contact" includes, but is not limited to, a direct mail piece, an email, an insert in a 3rd party mover package (for example: a mover brochure from the USPS), a representative's verbal offer, etc.

This offer can not be stacked with other Competitive Acquisition (CA) offers.

It cannot be stacked with any other offer that uses an access line with Complete Choice Basic or Complete Choice Enhanced.

The offer **can** be stacked with any offer that does not use Complete Choice Basic or Complete Choice Enhanced.

The customer will receive redemption instructions for a \$50 reward card.

Promotion Restrictions/Eligibility Requirements

New or existing residential customers moving and placing an N or T order qualify as long as they have a minimum package on their account of Complete Choice Basic or Complete Choice Enhanced.

The maximum reward is \$50.

A customer can only qualify **once** for this offer, per move.

The offer renewal begins 2/1/10 and ends 1/31/11.

This offer cannot be stacked with CA offers or any other offer that uses the access line with Complete Choice Basic or Complete Choice Enhanced. The offer can be stacked with any offer that does not use Complete Choice Basic or Completed Choice Enhanced.

ATTACHMENT B

BELLSOUTH
TELECOMMUNICATIONS, INC.
SOUTH CAROLINA
ISSUED: January 23, 2010
BY: President - South Carolina
Columbia, South Carolina

GENERAL EXCHANGE GUIDEBOOK

Second Revised Page 3.2
Cancels First Revised Page 3.2
EFFECTIVE: January 23, 2010

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.2 Statewide Rate Schedules (Cont'd)****A103.2.6 2 Pack Plan**

(Obsoleted January 27, 2009, Type D – Not available for new installations, additions to existing installations or transfers of service to new location. Customers may add or remove features within the package.)

A. Description of Service

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.4.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID
 - A13.47 Message Waiting Indication

B. Regulations and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.2.6.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All rules, regulations and limitations specified in the sections listed in A103.2.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan can not take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.2.6.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$8.00	\$27.00	PAMA6	(1)

BELLSOUTH
TELECOMMUNICATIONS, INC.
SOUTH CAROLINA
ISSUED: January 23, 2010
BY: President - South Carolina
Columbia, South Carolina

GENERAL EXCHANGE GUIDEBOOK

Second Revised Page 3.2
Cancels First Revised Page 3.2
EFFECTIVE: January 23, 2010

A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.2 Statewide Rate Schedules (Cont'd)****A103.2.6 2 Pack Plan**

(Obsoleted January 27, 2009, Type D – Not available for new installations, additions to existing installations or transfers of service to new location. Customers may add or remove features within the package.)

A. Description of Service

1. The 2 Pack Plan provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.4.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID, Call Forwarding Busy Line, Call Forwarding Don't Answer (with or without Ring Control), Star 98 Access
 - A13.19 Caller ID
 - A13.47 Message Waiting Indication

B. Regulations and Limitations of Service

1. The 2 Pack Plan is only available to residence subscribers. A residence subscriber may select any suitable combination of the features/services listed in A103.2.6.A.3, but the customer must select Call Waiting ID and Caller ID.
2. All rules, regulations and limitations specified in the sections listed in A103.2.6.A.3 apply to the respective features/services requested as part of this package.
3. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
4. Service charges specified in Section A4 do not apply for transactions in which a subscriber only modifies an existing 2 Pack Plan package by adding, deleting or changing features/services requested as part of the package.
5. Existing customers of the 2 Pack Plan can not take advantage of special promotions for the 2 Pack Plan or any of the features/services specified in A103.2.6.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. The 2 Pack Plan can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

C. Rates and Charges

1. The following monthly rates apply for the 2 Pack Plan.

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$8.00	\$27.00	PAMA6	(1)

BELLSOUTH
TELECOMMUNICATIONS, INC.
SOUTH CAROLINA
ISSUED: October 17, 2008
BY: President - South Carolina
Columbia, South Carolina

GENERAL EXCHANGE GUIDEBOOK

Second Revised Page 1
Cancels First Revised Page 1

EFFECTIVE: November 1, 2008

A3. BASIC LOCAL EXCHANGE SERVICE**A3.1 General**

- A. Basic local exchange service is comprised of exchange access lines defined as follows:
Exchange Access Line - The serving central office line equipment and all Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.
- B. Exchange access lines are subject to the nonrecurring charges specified in Section A4.
- C. Rates for basic local exchange service are related to the total number of exchange access lines and PBX trunks in the local calling area.
- D. Customers subscribing to a total of 1000 or more PBX trunks or Network Access Registers (NARs), aggregated on a statewide basis, will receive a ten percent discount on the monthly recurring rates for these services and on any billed local usage associated with these PBX trunks or NARs. Service furnished under the Sharing and Resale of Basic Local Exchange Service offering will be excluded. Customer accounts will be reviewed annually to determine eligibility for the discount.
- E. Base Rate Areas, Zone Rate Areas and Exchange Service Areas for each exchange are identified on maps filed as a supplement to this Tariff.
- F. Rate Group Definition

Group	Exchange Access Lines and PBX Trunks Upper Limits
1	7,000
2	15,000
3	28,500
4	50,000
5	78,000
6	125,000
7	Unlimited

A3.2 Statewide Rate Schedules**A3.2.1 Flat Rate Service**

- A. Basic Flat Rate Service
- The following statewide schedule of rates is applicable to basic flat rate exchange access line service. The rates specified herein, with zone charges when applicable to service furnished outside the base rate area of an exchange, entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges listed in A3.4, Local Calling Areas.
 - Monthly Rates By Rate Group
 - Residence Individual Lines
 - Rate Groups 1 - 4

	Group				USOC	
	1	2	3	4	1FR	(1)
(a) Per line	\$13.30	\$13.78	\$14.25	\$14.72		
(2) Rate Groups 5 - 7						

	Group			USOC	
	5	6	7	1FR	(1)
(a) Per line	\$15.19	\$15.66	\$16.14		

BELLSOUTH
TELECOMMUNICATIONS, INC.
SOUTH CAROLINA
ISSUED: October 17, 2008
BY: President - South Carolina
Columbia, South Carolina

GENERAL EXCHANGE GUIDEBOOK

Second Revised Page 1
Cancels First Revised Page 1

EFFECTIVE: November 1, 2008

A3. BASIC LOCAL EXCHANGE SERVICE**A3.1 General**

- A. Basic local exchange service is comprised of exchange access lines defined as follows:
Exchange Access Line - The serving central office line equipment and all Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the customer.
- B. Exchange access lines are subject to the nonrecurring charges specified in Section A4.
- C. Rates for basic local exchange service are related to the total number of exchange access lines and PBX trunks in the local calling area.
- D. Customers subscribing to a total of 1000 or more PBX trunks or Network Access Registers (NARs), aggregated on a statewide basis, will receive a ten percent discount on the monthly recurring rates for these services and on any billed local usage associated with these PBX trunks or NARs. Service furnished under the Sharing and Resale of Basic Local Exchange Service offering will be excluded. Customer accounts will be reviewed annually to determine eligibility for the discount.
- E. Base Rate Areas, Zone Rate Areas and Exchange Service Areas for each exchange are identified on maps filed as a supplement to this Tariff.
- F. Rate Group Definition

Group	Exchange Access Lines and PBX Trunks Upper Limits
1	7,000
2	15,000
3	28,500
4	50,000
5	78,000
6	125,000
7	Unlimited

A3.2 Statewide Rate Schedules**A3.2.1 Flat Rate Service**

- A. Basic Flat Rate Service
- The following statewide schedule of rates is applicable to basic flat rate exchange access line service. The rates specified herein, with zone charges when applicable to service furnished outside the base rate area of an exchange, entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges listed in A3.4, Local Calling Areas.
 - Monthly Rates By Rate Group
 - Residence Individual Lines
 - Rate Groups 1 - 4

	Group				USOC	
	1	2	3	4	1FR	(1)
(a) Per line	\$13.30	\$13.78	\$14.25	\$14.72		
(2) Rate Groups 5 - 7						

	Group			USOC	
	5	6	7	1FR	(1)
(a) Per line	\$15.19	\$15.66	\$16.14		

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A3. BASIC LOCAL EXCHANGE SERVICE**A3.2 Statewide Rate Schedules (Cont'd)****A3.2.9 Complete Choice Basic Service****A. Description of Service**

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID
 - A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All rules, regulations and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of the Complete Choice Basic service can not take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in A3.2.9.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$7.50	\$23.00	PAMA7	(1)

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A3. BASIC LOCAL EXCHANGE SERVICE**A3.2 Statewide Rate Schedules (Cont'd)****A3.2.9 Complete Choice Basic Service****A. Description of Service**

1. The Complete Choice Basic service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the features/services specified following from the listed sections:
 - A13.9 Call Waiting ID
 - A13.19 Caller ID

A subscriber must select Caller ID and, in addition, may select Call Waiting ID. All rules, regulations and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of the Complete Choice Basic service can not take advantage of special promotions for the Complete Choice Basic service or any of the features/services specified in A3.2.9.A.3 preceding unless specifically allowed by the terms of the special promotion.
6. Complete Choice Basic service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC	
(a) Per plan package	\$7.50	\$23.00	PAMA7	(I)

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A3. BASIC LOCAL EXCHANGE SERVICE**A3.2 Statewide Rate Schedules (Cont'd)****A3.2.7 Reserved for Future Use****A3.2.8 Complete Choice Enhanced Service****A. Description of Service**

1. Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
2. The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
3. The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:

- | | | |
|--------|---|-----|
| A13.9 | Custom Calling Services excluding Customer Control ¹ <i>and</i> Multipath ¹ versions of the Call Forwarding features | (C) |
| A13.19 | TouchStar services excluding Personalized Ring 6 ¹ , Caller ID-Basic and Calling Number Delivery Blocking-Permanent ¹ | (C) |
| A13.34 | RingMaster service | |
| A13.47 | Message Waiting Indication | |

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All rules, regulations and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

4. All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
5. Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3 preceding unless specifically allowed by the terms of the special promotion.
6. Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

1. Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$26.00	PAMA8

Note 1: These features are available separately as specified in *A13.9 or* A13.19.

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A3. BASIC LOCAL EXCHANGE SERVICE**A3.2 Statewide Rate Schedules (Cont'd)****A3.2.7 Reserved for Future Use****A3.2.8 Complete Choice Enhanced Service****A. Description of Service**

- Complete Choice Enhanced service provides the features/services specified following and a flat rate access line with Touch-Tone capability.
- The rate specified herein entitles a residence subscriber to unlimited calling to all exchange access lines within the subscriber's local calling area as defined in A3.6.1.
- The rate specified herein also entitles a residence subscriber to unlimited use of the following services/features in the sections specified:

A13.9 Custom Calling Services excluding Customer Control¹ **and** Multipath¹ versions of the Call Forwarding (C)

A13.19 TouchStar services excluding Personalized Ring 6¹, Caller ID-Basic and Calling Number Delivery (C)
Blocking-Permanent¹

A13.34 RingMaster service

A13.47 Message Waiting Indication

A subscriber may select an unlimited number of compatible services or features from the services/features listed above. All rules, regulations and limitations specified in the sections listed apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

- All features/services are furnished only from central offices that have been arranged to provide these services. The features/services are provided subject to availability of facilities.
- Existing customers of Complete Choice Enhanced service can not take advantage of special promotions for Complete Choice Enhanced service or any of the services/features specified in 3 preceding unless specifically allowed by the terms of the special promotion.
- Complete Choice Enhanced service can be suspended as specified in A2.3.16. During the period of suspension, the rate specified following applies.

B. Rates and Charges

- Individual line service

	Suspend Rate	Monthly Rate	USOC
(a) Per plan package	\$7.50	\$26.00	PAMA8

Note 1: These features are available separately as specified in **A13.9 or** A13.19.

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A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.2 Statewide Rate Schedules (Cont'd)****A103.2.1 Flat Rate Service (Cont'd)****A. Basic Flat Rate Service****1. Monthly Rates By Rate Group****a. Residence PBX Trunks****(1) Rate Groups 1 - 4**(a) Two-way¹**(2) Rate Groups 5 - 7**

Group				USOC
1	2	3	4	
\$25.46	\$26.28	\$27.10	\$27.93	TFR

(a) Two-way¹

Group				USOC
5	6	7	8	
\$28.75	\$29.57	\$30.39	\$-	TFR

B. Complete Choice Service

(Obsoleted February 19, 2009, Type D – Not available for new installations, additions to existing installations or transfers of service to new location. Customers may add or remove features within the package.)

1. General

- a. The rates specified herein with zone charges when applicable for service furnished outside the base rate area of an exchange entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges listed in A3.4, Local Calling Areas.

- b. The rates specified herein entitle residence subscribers to unlimited use of the services/features specified in the following sections:

A13.9 Custom Calling Services

A13.19 TouchStar service excluding Calling Number Delivery Blocking-Permanent²

A13.20 Customized Code Restriction

A13.34 RingMaster service

A13.47 Message Waiting Indication

A12.16.2.A Call Hold and Call Pickup only (PCS limitations do not apply)

Subscribers may select an unlimited number of compatible services or features from the sections listed above. All rules, regulations and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

- c. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer rotary service (hunting) as specified in A3.11 at no additional charge in addition to the features listed in b. preceding. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi-line package must be billed to the same account and located at the same premises.

- d. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.

- e. Existing Complete Choice customers cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in b. preceding unless specifically allowed by the terms of the special promotion.

Note 1: Obsoleted 05-28-86 - Type 3. This service will be continued for existing customers under the following Tariff. Normal activity such as additions or changes is allowed at existing single family dwellings subject to the availability of facilities and central office equipment. Not available for new installations on or after the obsoleted date.

Note 2: Exclusion applies to Complete Choice option/service activated at a premises on or after October 18, 1998.

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A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE

A103.2 Statewide Rate Schedules (Cont'd)

A103.2.1 Flat Rate Service (Cont'd)

B. Complete Choice Service (Cont'd)

2. Rates and Charges

	Suspend Rate	Monthly Rate	USOC	
(a) Per line. (USOCs VR3 and VSB must both be used to provide this service.)	\$11.00	\$37.00	NA	(I)
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	22.00	50.95 -23.05	CCML2 CRD2C	(R)
(c) Per Three-Line Plan package	33.00	70.95	CCML3	

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A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.2 Statewide Rate Schedules (Cont'd)****A103.2.1 Flat Rate Service (Cont'd)****A. Basic Flat Rate Service****1. Monthly Rates By Rate Group****a. Residence PBX Trunks****(1) Rate Groups 1 - 4**

	Group				
	1	2	3	4	USOC
(a) Two-way ¹	\$25.46	\$26.28	\$27.10	\$27.93	TFR

(2) Rate Groups 5 - 7

	Group				
	5	6	7	8	USOC
(a) Two-way ¹	\$28.75	\$29.57	\$30.39	\$-	TFR

B. Complete Choice Service

(Obsoleted February 19, 2009, Type D – Not available for new installations, additions to existing installations or transfers of service to new location. Customers may add or remove features within the package.)

1. General

a. The rates specified herein with zone charges when applicable for service furnished outside the base rate area of an exchange entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designations of central offices within the serving exchange and basic service area additional exchanges listed in A3.4, Local Calling Areas.

b. The rates specified herein entitle residence subscribers to unlimited use of the services/features specified in the following sections:

A13.9 Custom Calling Services

A13.19 TouchStar service excluding Calling Number Delivery Blocking-Permanent²

A13.20 Customized Code Restriction

A13.34 RingMaster service

A13.47 Message Waiting Indication

A12.16.2.A Call Hold and Call Pickup only (PCS limitations do not apply)

Subscribers may select an unlimited number of compatible services or features from the sections listed above. All rules, regulations and limitations specified in the sections listed (except as indicated above) apply to the respective services/features requested as part of this service. Service charges specified in Section A4 do not apply for transactions involving only additions, deletions or changes to the services/features requested as part of this service.

c. Residence customers may subscribe to the Two-Line Plan or the Three-Line Plan for Complete Choice service. Both plans offer rotary service (hunting) as specified in A3.11 at no additional charge in addition to the features listed in b. preceding. All services/features specified as available with Complete Choice service are available with each line of a multi-line package. All lines in each multi-line package must be billed to the same account and located at the same premises.

d. Service charges specified in Section A4 do not apply for a conversion of existing service to/from Complete Choice service.

e. Existing Complete Choice customers cannot take advantage of special promotions for Complete Choice service or Area Plus service with the Complete Choice option or any of the services/features specified in b. preceding unless specifically allowed by the terms of the special promotion.

Note 1: Obsoleted 05-28-86 - Type 3. This service will be continued for existing customers under the following Tariff. Normal activity such as additions or changes is allowed at existing single family dwellings subject to the availability of facilities and central office equipment. Not available for new installations on or after the obsoleted date.

Note 2: Exclusion applies to Complete Choice option/service activated at a premises on or after October 18, 1998.

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A103. OBSOLETE SERVICE OFFERINGS - BASIC LOCAL EXCHANGE SERVICE**A103.2 Statewide Rate Schedules (Cont'd)****A103.2.1 Flat Rate Service (Cont'd)****B. Complete Choice Service (Cont'd)****2. Rates and Charges**

	Suspend Rate	Monthly Rate	USOC	
(a) Per line. (USOCs VR3 and VSB must both be used to provide this service.)	\$11.00	\$37.00	NA	(I)
(b) Per Two-Line Plan package or Credit for two individual lines qualifying as Two-Line Plan package	22.00	50.95 -23.05	CCML2 CRD2C	(R)
(c) Per Three-Line Plan package	33.00	70.95	CCML3	

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.19 TouchStar Service (Cont'd)****A13.19.3 Regulations and Limitations of Service (Cont'd)**

- A. The following limitations apply: (Cont'd)
11. Telephone numbers/names transmitted via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited.
 12. Calling party information via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking are not available on operator handled calls.
 13. The Company's liability arising out of the provision of any Touchstar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
 14. TouchStar service features are not available on trunks except as specifically noted in 2 preceding.
 15. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
 16. Per use Call Return, Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

A13.19.4 Rates and Charges**A. Residence - Individual Features****(1) Call Return¹**

	Nonrecurring Charge	Monthly Rate	USOC	
(a) Per line	\$ -	\$8.00	NSS	
(b) Per use	2.00	-	NA	(I)
(c) Denial of per use ²	-	-	BCR	
(2) Repeat Dialing¹				
(a) Per line		5.95	NSQ	
(b) Per use	2.00	-	NA	(I)
(c) Denial of per use ²	-	-	BRD	
(3) BusyConnect³				
(a) Per use	2.00	-	NA	(I)
(4) Personalized Ring 6				
		Monthly Rate	USOC	
(a) Per line		5.95	NSK	
(5) Selective Call Forwarding				
(a) Per line		5.95	NCE	
(6) Call Block				
(a) Per line		7.00	NSY	
(7) Call Tracing				
(a) Per line		5.95	NST	
(8) Caller ID Basic				
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)		8.99	NSD	

Note 1: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 2: Denial of per use Call Return and denial of per use Repeat Dialing should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

Note 3: Denial of per use BusyConnect can be obtained using the Repeat Dialing denial of per use USOC BRD.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.19 TouchStar Service (Cont'd)****A13.19.4 Rates and Charges (Cont'd)****A. Residence - Individual Features (Cont'd)**

	Monthly Rate	USOC
(9) Caller ID		
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)	\$9.99	NXMCR
(10) Caller ID (without Anonymous Call Blocking)		
(a) Per line per Multi-Line Hunt Group arrangement	9.99	NXMMN
(11) Anonymous Call Blocking		
(a) Per line	5.95	HBV
(12) Calling Number Delivery Blocking Permanent ¹		
(a) Per line (chargeable)	2.00	NOBPC
(13) Calling Number Delivery Blocking - Permanent (Non-Published and Non-Listed Customers)		
(a) Per line	-	NOBPP

B. Business - Individual Features

	Nonrecurring Charge	Monthly Rate	USOC	
(1) Call Return ²				
(a) Per line	\$ -	\$7.00	NSS	(1)
(b) Per use	2.00	-	NA	
(c) Denial of per use	-	-	BCR	
(2) Repeat Dialing ²				
(a) Per line	-	7.00	NSQ	
(b) Per use	2.00	-	NA	
(c) Denial of per use	-	-	BRD	
(3) BusyConnect ³				
(a) Per use	2.00	-	NA	
		Monthly Rate	USOC	
(4) Call Selector				
(a) Per line		\$6.50	NSK	
(5) Preferred Call Forwarding				
(a) Per line		6.00	NCE	
(6) Call Block				
(a) Per line		6.50	NSY	
(7) Call Tracing				
(a) Per line		6.50	NST	

Note 1: Denial of per use Call Return, denial of per use Repeat Dialing and Calling Number Delivery Blocking - Permanent should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

Note 2: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 3: Denial of per use BusyConnect can be obtained using the Repeat Dialing Denial of per use USOC BRD.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.19 TouchStar Service (Cont'd)****A13.19.3 Regulations and Limitations of Service (Cont'd)****A. The following limitations apply: (Cont'd)**

11. Telephone numbers/names transmitted via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management or Call Tracking are intended solely for the use of these subscribers. Resale of this information is prohibited.
12. Calling party information via Caller ID - Basic, Caller ID, Enhanced Caller ID, Enhanced Caller ID with Call Management and Call Tracking are not available on operator handled calls.
13. The Company's liability arising out of the provision of any Touchstar service feature, including but not limited to the delivery or non-delivery of calling numbers/names, is limited as set forth in A2.5.1.
14. TouchStar service features are not available on trunks except as specifically noted in 2 preceding.
15. TouchStar service can be suspended as specified in A2.3.16. During the period of suspension, no recurring charge applies.
16. Per use Call Return, Repeat Dialing, denial of per use Call Return and denial of per use Repeat Dialing are available to the following types of service where facilities permit: single line residence, single line business, multi-line residence, multi-line business and PBX trunks.

A13.19.4 Rates and Charges**A. Residence - Individual Features****(1) Call Return¹**

	Nonrecurring Charge	Monthly Rate	USOC	
(a) Per line	\$ -	\$8.00	NSS	
(b) Per use	2.00	-	NA	(1)
(c) Denial of per use ²	-	-	BCR	
(2) Repeat Dialing¹				
(a) Per line		5.95	NSQ	
(b) Per use	2.00	-	NA	(1)
(c) Denial of per use ²	-	-	BRD	
(3) BusyConnect³				
(a) Per use	2.00	-	NA	(1)
(4) Personalized Ring 6				

	Monthly Rate	USOC	
(a) Per line	5.95	NSK	
(5) Selective Call Forwarding			
(a) Per line	5.95	NCE	
(6) Call Block			
(a) Per line	7.00	NSY	
(7) Call Tracing			
(a) Per line	5.95	NST	
(8) Caller ID Basic			
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)	8.99	NSD	

Note 1: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 2: Denial of per use Call Return and denial of per use Repeat Dialing should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

Note 3: Denial of per use BusyConnect can be obtained using the Repeat Dialing denial of per use USOC BRD.

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A13. MISCELLANEOUS SERVICE ARRANGEMENTS**A13.19 TouchStar Service (Cont'd)****A13.19.4 Rates and Charges (Cont'd)****A. Residence - Individual Features (Cont'd)**

	Monthly Rate	USOC
(9) Caller ID		
(a) Per line (Includes single lines, Multi-Line Hunt Groups, and lines in rotary arrangements)	\$9.99	NXMCR
(10) Caller ID (without Anonymous Call Blocking)		
(a) Per line per Multi-Line Hunt Group arrangement	9.99	NXMMN
(11) Anonymous Call Blocking		
(a) Per line	5.95	HBV
(12) Calling Number Delivery Blocking Permanent ¹		
(a) Per line (chargeable)	2.00	NOBPC
(13) Calling Number Delivery Blocking - Permanent (Non-Published and Non-Listed Customers)		
(a) Per line	-	NOBPP

B. Business - Individual Features

	Nonrecurring Charge	Monthly Rate	USOC	
(1) Call Return ²				
(a) Per line	\$ -	\$7.00	NSS	(1)
(b) Per use	2.00	-	NA	
(c) Denial of per use	-	-	BCR	
(2) Repeat Dialing ²				
(a) Per line	-	7.00	NSQ	
(b) Per use	2.00	-	NA	
(c) Denial of per use	-	-	BRD	
(3) BusyConnect ³				
(a) Per use	2.00	-	NA	
		Monthly Rate	USOC	
(4) Call Selector				
(a) Per line		\$6.50	NSK	
(5) Preferred Call Forwarding				
(a) Per line		6.00	NCE	
(6) Call Block				
(a) Per line		6.50	NSV	
(7) Call Tracing				
(a) Per line		6.50	NST	

Note 1: Denial of per use Call Return, denial of per use Repeat Dialing and Calling Number Delivery Blocking - Permanent should not be included in the determination of appropriate discounts when ordered in conjunction with other vertical service features.

Note 2: Due to technological limitations, in some locations Call Return and Repeat Dialing cannot be ordered separately.

Note 3: Denial of per use BusyConnect can be obtained using the Repeat Dialing Denial of per use USOC BRD.

ATTACHMENT C

1 HOME PAGE https://www.attreferrals.com/Default.aspx

AT&T Rewards for Referrals - Windows Internet Explorer

at https://www.attreferrals.com/Default.aspx

Log In | Join AT&T Rewards for Referrals

Home | About Us | Contact Us | FAQ | Terms of Service | Privacy Policy

Talk has its rewards.

Refer Folks to AT&T and Earn over \$500 a Year.

Tell it! When folks you refer sign up for eligible AT&T services you can earn big rewards — over \$500* a year on a Visa® Gift Card,** Starbucks card, or an Amazon.com Gift Card.

Look how AT&T Rewards for Referrals are adding up: X — \$275 Paul H., IN — \$300 John H., TX — \$225 Thomas Y., CA — \$450 Patrick

Here's what you can earn - Click for more information

Join Rewards for Referrals

Get started now. It's free and easy.

[Join Now](#)

Make a referral

Make a referral in seconds.

[Make a Referral](#)

Redeem Your rewards

Get your rewards now.

[Redeem Your Rewards](#)

Want to make a referral but aren't an AT&T customer?

Go to [att.com/attreferrals](#) to learn more.

[Learn More](#)

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HOME PAGE FLASH UNIT

Talk us up to your friends
And you could earn \$25-\$50 for each referral.

<RESOLVE AREA>

<MASTHEAD>

Talk has its rewards.

<SUBHEAD>

Refer Folks to AT&T and Earn over \$500 a Year.

<COPY>

Tell it! When folks you refer sign up for eligible AT&T services you can earn big rewards — over \$500* a year on a Visa® Gift Card,** Starbucks card, or an Amazon.com Gift Card.

<TICKER>

Look how AT&T Rewards for Referrals are adding up: Jose S., TX — \$200 Nancy P., CA — \$200 Kerry H., IL — \$225 Sahak K., CA — \$425 Scott H., CA — \$325 Mark C., NV — \$275 Joaquin A., CA — \$200 Christian C., CA — \$225 Larry S., MI — \$225 Kevin W., MI — \$300 Rodney S., CA — \$450

<EXPANDABLE WINDOW SHADE>

Here's what you can earn - Click for more information

When one of your referrals signs up, you get a reward worth \$25 per eligible service and double rewards for U-verse services and other limited time promotions. If one of your referrals is a new AT&T customer, you'll get another \$25 reward.

Referrals who are current AT&T customers

High-Speed Internet U-verse Enabled	\$50
U-verse TV	\$50
U-verse Voice	\$50
High-Speed Internet	\$25
Wireless	\$25
Advanced TV	\$25
AT&T ConneCTech SM	\$25
PLUS an additional \$25 for NEW AT&T customers!	

*AT&T customers in the AT&T Rewards for Referrals program are eligible to earn rewards valued at up to \$599 per calendar year.

<MODULE>

Join Rewards for Referrals

Start now and see how fast your rewards pile up!

[Join now](#)

<MODULE>

Make a referral

Have someone in mind?

[Start Now](#)

<MODULE>

Redeem Your rewards

It's time to enjoy what you've earned.

[view your account](#)

<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>

Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral code

<form field>

Billing Telephone Number

<form field> <form field> <form field>

OR

AT&T U-verse BAN

<form field>

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>

Want to make a referral but aren't an AT&T customer?

To earn rewards you need to be an AT&T customer.

[Learn more and order now](#)

2 JOIN REWARDS FOR REFERRALS <https://www.attreferrals.com/Login.aspx>

AT&T Rewards for Referrals - Windows Internet Explorer

https://www.attreferrals.com/Login.aspx

Log In | Join AT&T Rewards for Referrals

Home | Latest Offers | FAQs | Customer Support | Terms & Conditions

join us

Join AT&T Rewards for Referrals

To join and receive your personal referral code, please complete the information requested below.

AT&T Billing Telephone #:

OR U-Verse BAN:

Please note: This offer is available only for residents of AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI. If you're not currently an AT&T customer, [click here](#) to order service.

Already a member?

Login to your rewards account to redeem rewards, see reward status, and make referrals.

AT&T Billing Telephone #:

OR U-Verse BAN:

Password:

[Forgot your password?](#)
[Not yet created a password?](#)

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<IMAGE HEADER>

join us

<SUBHEAD>

Join AT&T Rewards for Referrals

<BODY COPY>

To join and receive your personal referral code, please complete the information requested below.

AT&T Billing Telephone #: <form field>

OR U-Verse BAN: <form field>

[Submit](#)

Please note: This offer is available only for residents of AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI. If you're not currently an AT&T customer, [click here](#) to order service.

<SUBHEAD>

Already a member?

<BODY COPY>

Login to your rewards account to redeem rewards, see reward status, and make referrals.

AT&T Billing Telephone #: <form field>

OR U-Verse BAN: <form field>

Password: <form field>

[Submit](#)

[Forgot your password?](#)

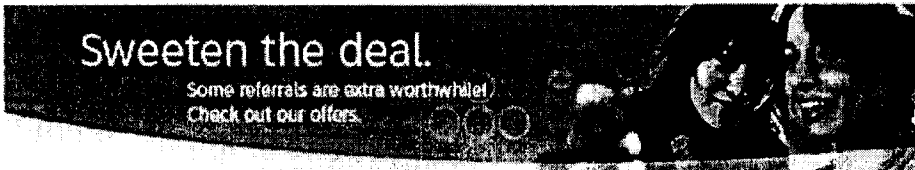
[Not yet created a password?](#)

3 LATEST OFFERS <https://www.attreferrals.com/Offers.aspx>

AT&T Rewards for Referrals - Windows Internet Explorer
 https://www.attreferrals.com/Offers.aspx
 Log In | Join AT&T Rewards for Referrals

Home Overview Referrals FAQs Customer Support Terms & Conditions

Latest Offers




Sweeten the deal.
Some referrals are extra worthwhile! Check out our offers.

\$50 Double reward for referrals to AT&T U-verse
 Double payback when friends and family sign up for the all-digital powerhouse, AT&T U-verse.* An ongoing reward. [Make a referral](#)

Referrals get \$50 cash back on DSL
 Good on Pro and Elite plans with qualifying services and FREE modem (or wireless gateway) after rebate on any plan (select speeds). No term commitment required.
 Have your friend's referral code ready and [order High-Speed Internet](#).

Did someone refer you?
 Enter the referral code you received and your phone number to get started.
 Referral code
 Billing Telephone Number
 OR
 AT&T U-verse BAN

Want to make a referral but aren't an AT&T customer?
 To earn rewards you need to be an AT&T customer.
[Learn more and order now](#)



<PAGE HEADER>
 Latest Offers

<HEADLINE>
Sweeten the deal.
 <COPY>
 Some referrals are extra worthwhile! Check out our offers.

<REWARD MODULE>
\$50 Double reward for referrals to AT&T U-verse
 Double payback when friends and family sign up for the all-digital powerhouse, AT&T U-verse.* An ongoing reward.
[Make a referral](#)

<REWARD MODULE>
Referrals get \$50 cash back on DSL
 Good on Pro and Elite plans with qualifying services and FREE modem (or wireless gateway) after rebate on any plan (select speeds). No term commitment required.
 Have your friend's referral code ready and [order High-Speed Internet](#).

<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>
Did someone refer you?
 Enter the referral code you received and your phone number to get started.
 Referral code
 Billing Telephone Number
 OR
 AT&T U-verse BAN

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>
Want to make a referral but aren't an AT&T customer?
 To earn rewards you need to be an AT&T customer.
[Learn more and order now](#)

Once you've made your referrals, you can check your account status by logging in to your account using your billing telephone

number or ban and password. Please note that it can take up to 6 weeks from the date your referrals order services to confirm their orders.

<WINDOW SHADE>

How to sign up for services and earn rewards

It's easy to sign up for AT&T services and help the person who referred you earn a cash reward. And once you're an AT&T customer, you can earn rewards, too!

1. Make sure you have your friend's referral code

Without the referral code you received from the person who referred you, you can't get credit for your order. If you can't find the referral code, ask your friend.

2. Enter the referral code and other information

In addition to the correct referral code, we need your billing account number (U-verse customers only) or billing telephone number. This information is used to track the referral code to your order, so your friend can receive their reward. You can enter this information on the home page, in the box that says "Did Someone Refer You?"

3. Sign up for eligible AT&T services.

Eligible AT&T services include AT&T High-Speed Internet, Wireless from AT&T and Advanced TV. You can bundle services and save even more. [Order now.](#)

4. Sign up now and start earning your own rewards

Without a personal referral code, we can't give you credit for your referrals.

<WINDOW SHADE>

Here's what you can earn

When one of your referrals signs up, you get a reward worth \$25 per eligible service. If one of your referrals is a new AT&T customer, you'll get another \$25 reward.

Referrals who are current AT&T customers

High-Speed Internet, U-verse Enabled	\$50
J-verse TV	\$50
U-verse Voice	\$50
High-Speed Internet	\$25
Wireless	\$25
Advanced TV	\$25
AT&T ConneCTech SM	\$25
PLUS an additional \$25 for NEW AT&T customers!	

<WINDOW SHADE>

Eligible AT&T services

<BODY COPY>

AT&T offers a wide array of quality services to meet all your communications and home entertainment needs. If someone referred you to AT&T and you'd like to place an order, please first register for AT&T Rewards for Referrals in the box to the right.

AT&T High-Speed Internet

New residential customers who order High-Speed Internet Pro or Elite online are eligible to receive \$50 cash back* and free modem after rebate on any plan - No term commitment required. Plans start as low as \$14.99 per month.*

Advanced TV

A wide array of entertainment packages are available—all at a great value and with world-class customer service.

Wireless from AT&T

The nation's most popular wireless service keeps you connected wherever your travels take you.

AT&T Local Service

The calling power you need, with the calling features you want.

Bundles

Your friends and family will save more money with AT&T Bundles and you will earn more credit with bundles. Choose from

AT&T High Speed Internet, Wireless from AT&T and **Advanced TV**.

AT&T U-verse TV

Get sharp **100% all-digital channels** with AT&T U-verse. Our **cutting-edge DVR** records up to four programs at the same time and can be programmed remotely.

We'll provide complete, professional AT&T U-verse installation of your wireless home networking and up to three **HD-ready TV receivers**, one with a DVR (included in most packages). Add another receiver for just \$5 per month more.

AT&T High-Speed Internet U-verse Enabled

Get connected with a **free built-in wireless home network**. Surf the Web, stream audio and video, and play on-line games with unparalleled high-speed Internet access. Plus, with WiFi, Ethernet, or a USB connection, network your home computers to securely share your high-speed Internet connection.

\$50 Cash Back: Disclaimer: \$50 for purchase of AT&T High Speed Internet Pro or Elite speed. Requires AT&T local and long distance service. Long distance not required with online orders at att.com or with orders placed in AT&T retail stores. Must be new customer to qualifying service(s). Cash back redemption requires customer to retain qualifying service(s) a minimum of 30 days and at time processing of reward is completed. Check will be sent within 4-6 weeks following redemption of reward to eligible customers. Check may not be used to pay for local telephone service provided by AT&T. Cash-back offer may not be combined with other AT&T promotional offers on the same services. Offer ends 1/31/10.

\$50 Cash Back: Disclaimer: \$50 for purchase of FastAccess DSL Ultra, Xtreme, or Xtreme 6.0. Requires AT&T local and long distance service. Long distance not required with online orders at att.com or with orders placed in AT&T retail stores. Must be new customer to qualifying service(s). Cash back redemption requires customer to retain qualifying service(s) a minimum of 30 days and at time processing of reward is completed. Check will be sent within 4-6 weeks following redemption of reward to eligible customers. Check may not be used to pay for local telephone service provided by AT&T. Cash-back offer may not be combined with other AT&T promotional offers on the same services. Offer ends 1/31/10.

AT&T ConnecTechSM

AT&T ConnecTechSM professionals help you get the most out of your computer, high speed internet, and home theater investments.

<UNDER WINDOW SHADES>

Please note: This offer is available only for residents of AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI.

If you're interested in the AT&T Friends & Colleagues Business Referral Program, please visit www.att.com/friendsandcolleagues.

<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>

Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral code <form field>

Billing Telephone Number <form field> <form field> <form field>

OR

AT&T U-verse BAN <form field>

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>

Want to make a referral but aren't an AT&T customer?

To earn rewards you need to be an AT&T customer.

[Learn more and order now](#)



<LOGGED IN PAGE: NEW RIGHT COLUMN MODULES>

<RIGHT COLUMN MODULE: MEMBER INFO>

Account details

Member Name: <dynamic text>

Referral Code: <dynamic text>

Rewards Earned: <dynamic text>

<e-mail address>

[Make a referral now](#)

[Edit my account](#)

<RIGHT COLUMN MODULE: CODES ON THE GO>

Take our handy wallet card and have your referral code whenever you need it.

[Download](#)

<PAGE HEADER>

My account

<COPY>

<TAB>

Referral status

Confirmed orders

Date confirmed

<First Name and Last Initial> <Date>

Please note: It may take up to six weeks for orders to be confirmed once placed.

Visits to att.com/referrals

Date registered

<First Name and Last Initial> <Date>

All referrals

Date referred

<Referral First Names>

<Date>

[Make a referral now](#)

<TAB>

Reward status

Rewards earned	Date added	Amount	Redeem
<First Name and Last Initial>	<Date>	<Amount>	<Check Box>
<u>Redeem My Rewards</u>			

Please note: You will receive an e-mail notification when your rewards are ready to redeem. You must redeem your reward within 60 days of the date on the redemption letter or email. Please add info@attreferrals.com to your address book to ensure that our emails reach your inbox.

Rewards redeemed	Date mailed	Amount	Status
<Reward Name>	<Date>	<Amount>	<Status>
Please note: Allow two weeks from mail date to receive your rewards.			

<TAB>

Here's what you can earn.

When one of your referrals signs up, you get a reward worth \$25 per eligible service. If one of your referrals is a new AT&T customer, you'll get another \$25 reward.

Referrals who are current AT&T customers

High-Speed Internet, U-verse Enabled	\$50
U-verse TV	\$50
U-verse Voice	\$50
High-Speed Internet	\$25
Wireless	\$25
Advanced TV	\$25
AT&T ConneCTech SM	\$25
Bundles	\$25-\$100 for a NON U-verse bundle
PLUS an additional \$25 for NEW AT&T customers!	

*AT&T customers in the AT&T Rewards for Referrals program are eligible to earn rewards valued at up to \$599 per calendar year.

The screenshot shows the AT&T Rewards for Referrals website in a Windows Internet Explorer browser. The page title is "AT&T Rewards for Referrals - Windows Internet Explorer". The address bar shows the URL "https://www.attreferrals.com/EmailReferral.aspx". The page has a navigation bar with links: Home, About Us, What's New, My Rewards, FAQs, Customer Support, and Terms & Conditions. A "Log Out" link is in the top right corner.

The main heading is "Refer the people you know to AT&T". Below this is a form with three columns: "First Name", "Email Address", and "Re-enter E-mail". There are five rows of input fields for these columns. Below the form is a "Submit" button.

On the right side, there is a "Account Details" box. It contains the following information:

- Member Name: CANDY MCCLEARY-SCHMITT
- Referral Code: CA1013820
- Rewards Earned: \$0
- candy.mccleary@groupe.com
- [Edit my account](#)

Below the account details is a section titled "Referral codes on the go". It contains the text: "Take our handy wallet card and have your referral code whenever you need it." and a "Download" button.

At the bottom of the page, there is a "Who's eligible?" section. It contains the text: "AT&T Rewards for Referrals is available for qualifying AT&T customers in AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI."

<LOGGED IN PAGE: NEW RIGHT COLUMN MODULES>

<RIGHT COLUMN MODULE: MEMBER INFO>

Account details

Member Name: <dynamic text>

Referral Code: <dynamic text>

Rewards Earned: <dynamic text>

<e-mail address>

[Edit My Account](#)

<RIGHT COLUMN MODULE: CODES ON THE GO>

Referral codes on the go

Take our handy wallet card and have your referral code whenever you need it.

[Download](#)

<PAGE HEADER>

Refer the people you know to AT&T

	*First name	*E-mail Address	*Re-enter E-mail
*Referral #1	<form field>	<form field>	<form field>
Referral #2	<form field>	<form field>	<form field>
Referral #3	<form field>	<form field>	<form field>
Referral #4	<form field>	<form field>	<form field>
Referral #5	<form field>	<form field>	<form field>

*Required

Who's eligible?

AT&T Rewards for Referrals is available for qualifying AT&T customers in AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI.

We will be verifying all email addresses against applicable 'do not email' lists prior to sending. This verification may result in a brief delay in the sending of your email(s); however, your friends with verified email addresses should receive your email invitation within 48 hours.

E-Mail Message Text:

I just joined a referral program from AT&T. When you sign up for an eligible service at att.com/referrals and use my referral code <referral code>, I'll get rewards and you can take advantage of great online offers. Take a look also at the rewards you can earn by signing up for the AT&T Rewards for Referrals program.

I wouldn't tell you about this program if I wasn't completely happy with AT&T. So go take a look and see what AT&T can offer you!

[Submit](#)

AT&T Rewards for Referrals - Windows Internet Explorer

<https://www.attreferrals.com/EditAccount.aspx>

[Home](#) [About Us](#) [Latest Offers](#) [My Rewards](#) [Help](#) [Customer Support](#) [Terms & Conditions](#) [Log Out](#)

Edit My Account

Change my password

Please enter your new Password. It must be between 4 and 12 characters long and will be sent in a separate e-mail to the e-mail address for this account.

Enter New Password:

Re-enter New Password: **Submit**

Update my e-mail address

Enter New E-mail Address:

Re-enter New E-mail Address: **Submit**

Update my profile

First Name: Last Name:

Address:

Phone Number:

City: State: Zip:

Account Details

Member Name: **CANDY MCCLEARY-SCHMITT**

Referral Code: **CA1013820**

Rewards Earned: **\$0**

candy.mccleary@gruppo.com

Make a referral now

Referral codes on the go

Take our handy wallet card and have your referral code whenever you need it.

Download

<LOGGED IN PAGE: NEW RIGHT COLUMN MODULES>

<RIGHT COLUMN MODULE: MEMBER INFO>

Account details

Member Name: <dynamic text>

Referral Code: <dynamic text>

Rewards Earned: <dynamic text>

<e-mail address>

[Make a Referral Now](#)

<RIGHT COLUMN MODULE: CODES ON THE GO>

Referral codes on the go

Take our handy wallet card and have your referral code whenever you need it.

[Download](#)

<PAGE HEADER>

Edit my account

<HEADER>

Change my password

<COPY>

Please enter your new Password. It must be between 4 and 12 characters long and will be sent in a separate e-mail to the e-mail address for this account.

<FIELDS>

Enter New Password: <form field>

Re-enter Password: <form field> [Submit](#)

<HEADER>

Update my e-mail Address:

<FIELDS>

New E-mail address: <form field>
Re-enter New E-mail: <form field> [Submit](#)

<HEADER>

Update my profile

<FIELDS>

Phone Number: <form field>

Name: <form field>

Street Address: <form field>

Apartment or Suite: <form field>

City: <form field>

State: <form field>

ZIP Code: <form field> [Submit](#)

AT&T Rewards for Referrals - Windows Internet Explorer

http://test.groups.com/ATTReferrals/CustomInformation.aspx?Type=300&btn=30078738204&sr=3820445578/flag=066btr

Edit My Account

Please Tell Us a Little Bit About Yourself

Just fill out the information below and you will be on your way to earning cash rewards while helping your friends and family get the best products for their money.

Contact Information

Phone Number: - -

First Name:

Last Name:

Address 1:

Address 2:

City:

State:

Zip Code:

E-mail Address:

Verify E-mail:

Please enter a Password that you will use to access the reward selection portion of the site. The password must be between 4 and 12 characters long and will be sent to the email address you enter here in a separate email.

Enter Password:

Verify Password:

By providing your e-mail address, you are agreeing to receive further e-mail correspondence from the AT&T Rewards for Referrals program. Be assured, your privacy and satisfaction are our top concerns. AT&T will not sell your e-mail address to third parties.

Next

Did someone refer you?

Enter the referral code you were sent and you'll get a reward to get started.

Referral Code:

Enter Referral Code:

Referral Code:

Want to make a referral but aren't an AT&T customer?

Take a few seconds to send a referral to a friend.

Learn more and download

<PAGE HEADER>
Edit My Account

<HEADER>
Please Tell Us a Little Bit About Yourself

<COPY>
Just fill out the information below and you will be on your way to earning cash rewards while helping your friends and family get the best products for their money.

Contact Information

- *= Required Field
- *Phone Number: <form field> - <form field> - <form field>
- *First Name: <form field>
- *Last Name: <form field>
- *Address 1: <form field>
- Address 2: <form field>
- *City: <form field>
- *State: <drop down with 'Choose State'>
- *Zip Code: <form field>
- *E-mail Address: <form field>
- *Verify E-mail: <form field>

Please enter a Password that you will use to access the reward selection portion of the site. The password must be between 4 and 12 characters long and will be sent to the email address you enter here in a separate email.

- *Enter Password: <form field>
- *Verify Password: <form field>

By providing your e-mail address, you are agreeing to receive further e-mail correspondence from the AT&T Rewards for Referrals program. Be assured, your privacy and satisfaction are our top concerns. AT&T will not sell your e-mail address to third parties.

Next

<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>

Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral code

<form field>

Billing Telephone Number

<form field> <form field> <form field>

OR

AT&T U-verse BAN

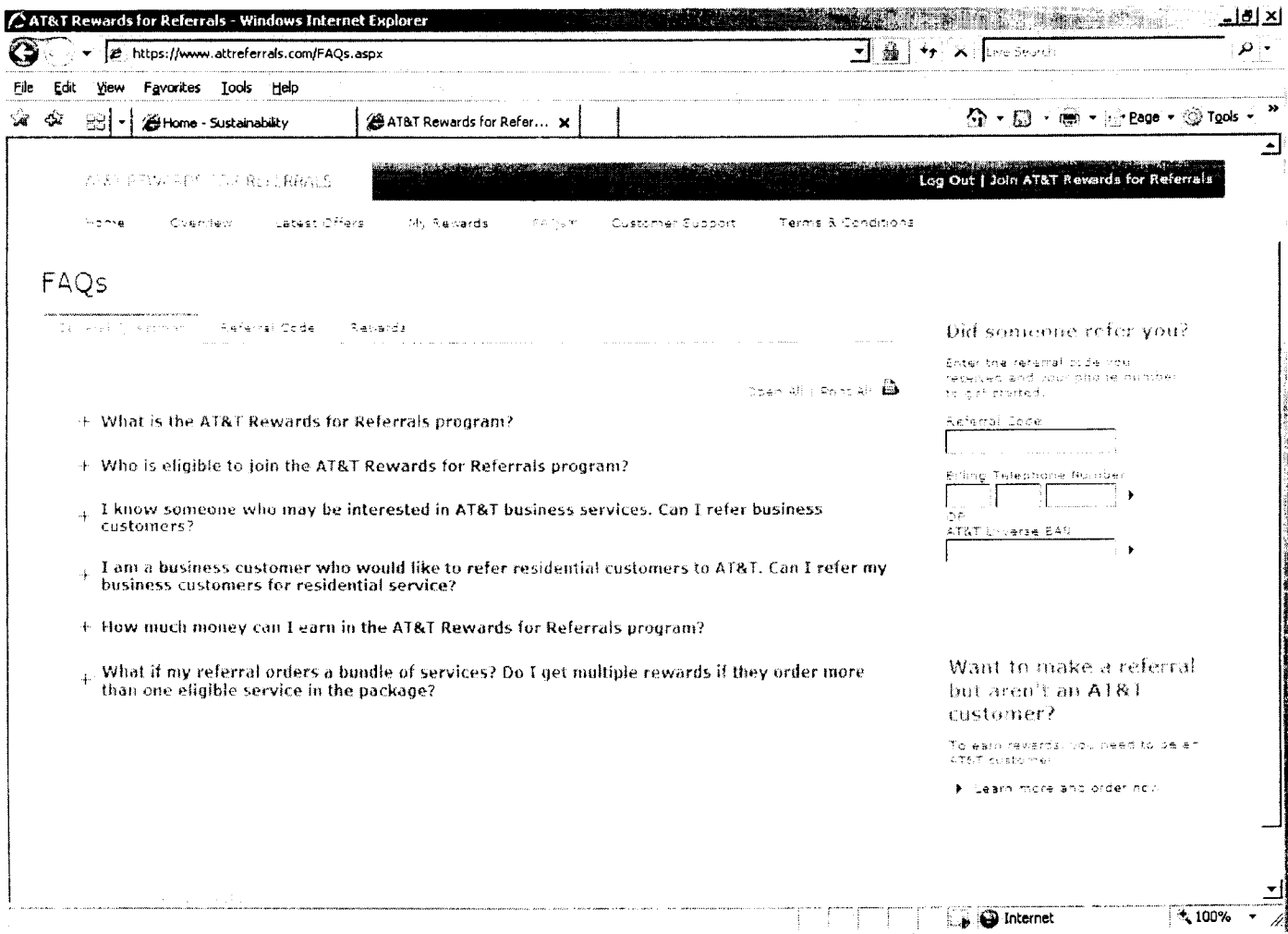
<form field>

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>

Want to make a referral but aren't an AT&T customer?

To earn rewards you need to be an AT&T customer.

[Learn more and order now](#)



<PAGE HEADER>

FAQs

<TABS>

>[General Questions](#)

>[Referral Code](#)

>[Rewards](#)

<General Questions>

<WINDOW SHADES>

What is the AT&T Rewards for Referrals program?

AT&T Rewards for Referrals is a program designed to thank AT&T customers for recommending AT&T services to people they know. When your referrals sign up for eligible services at www.att.com/referrals, you can receive up to \$599 in rewards.

Who is eligible to join the AT&T Rewards for Referrals program?

Only current AT&T residential customers (former SBC customers) in AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI are eligible to participate in the AT&T Rewards for Referrals program. Only one customer referral offer per AT&T telephone bill.

AT&T employees are not eligible to participate. AT&T employees who wish to refer friends and relatives can use the thePrefer2Refer. To register, please call 1-877-U-ASK-ATT.

I know someone who may be interested in AT&T business services. Can I refer business customers?

Yes, you can refer people to AT&T business services through the AT&T Friends & Colleagues Business Referral Program. Please visit att.com/friendsandcolleagues to learn more.

I am a business customer who would like to refer residential customers to AT&T. Can I refer my business customers for residential service?

Yes, you can refer your business customers to AT&T for residential service through the AT&T Consumer Affiliate program. Please visit att.com/affiliate to learn more.

How much money can I earn in the AT&T Rewards for Referrals program?

You can earn up to \$599 annually in the AT&T Rewards for Referrals program.

What if my referral orders a bundle of services? Do I get multiple rewards if they order more than one eligible service in the package?

Absolutely, that is the best scenario. Your friend saves money and you earn more. If your friend orders a bundle with High Speed Internet, Wireless and Advanced TV, then you are rewarded \$75 for that referral (\$25/per product). If the referral was a new AT&T local service customer or a returning AT&T local service customer, then you are rewarded an additional \$25.

<Referral Code>

<WINDOW SHADES>

How do I get my Referral Code to earn rewards?

It's easy to obtain your personal Referral Code at www.att.com/referrals. All you need is your billing telephone number so we can verify that you're an eligible customer.

Does my Referral Code ever change?

As long as you remain an AT&T customer with the same billing telephone number, you'll have the same personal Referral Code.

How do I use my Referral Code to tell my friends, relatives, and associates about the program?

There are two ways to use your Referral Code and tell your friends, relatives, and associates about the AT&T Rewards for Referrals program. For your convenience, you can automatically make referrals at www.att.com/referrals. Simply click 'Make A Referral' and you'll get to a page where you can enter the names and e-mail addresses of the people you want to refer. E-mails will automatically be sent to your referrals, explaining the program and how they can order service and help you get a reward.

You can also give your Referral Code out directly. Just tell your friends to go to www.att.com/referrals and enter your referral code, and their phone number, in the box titled 'Learn About and Order Services'.

<Rewards>

<WINDOW SHADES>

How/What will I receive notification that my friend/family member's order has been confirmed and that I may redeem my reward?

You will receive an email notification whenever you have rewards to redeem. Please add info@attreferral.com to your address book to ensure that our emails reach your inbox.

How long do I have to redeem my reward after receipt of my redemption email or letter?

The reward will remain active for you to redeem for 60 days either by logging into your account to redeem or calling 1-877-ATT-RWRD (1-877-288-7973). After this time the reward will expire.

Can I redeem for a AT&T Visa® Gift Card*?

All eligible customers can redeem for an AT&T Visa® Gift Card*.

How long will it take to receive my reward once one of my referrals orders an eligible AT&T service?

It can take up to six weeks for your rewards to arrive from the time one of your referrals places an order to have that order confirmed. As soon as your first referral order has been confirmed, we'll send you an email or letter with instructions on how to redeem your rewards.

Will I be signing up for something if I use my AT&T Visa Gift Card*?

No. Your AT&T Visa Gift Card* is exactly what it says — our gift to you!

Do I have to pay any fees for my AT&T Visa Gift Card*?

No.

Does my AT&T Visa Gift Card* expire?

Your AT&T Visa Gift Card* expires 6 months from the issue date, which is indicated on the front of your card. Be sure to use your card before it expires.

How do I activate my AT&T Visa Gift Card*?

You can activate your card by calling 1-800-798-4167 or going to www.myattgiftcard.com. You'll be required to enter your card number and PIN, and agree to the card terms and conditions.

Is my AT&T Visa Gift Card* a credit card or a debit card?

Your AT&T Visa Gift Card is processed the same way as a regular credit card at retail locations that accept Visa. Your AT&T Gift Card has a set dollar value, and you can use up to the balance on the card.

How do I use my AT&T Visa Gift Card* for making purchases?

Use your AT&T Visa Gift Card* wherever Visa cards are accepted. When making purchases at retail locations, tell the merchant to process your purchase as a 'credit transaction'. Although your card may say 'debit' on it, it must be processed as a credit transaction. The total dollar amount of your purchases will automatically be deducted from the value of the card.

What if I want to buy something that costs more than the value of my AT&T Visa Gift Card*?

When using your AT&T Visa Gift Card* to make a purchase that is greater than the amount on the card, tell the cashier that you'd like to pay the difference first, and then use your card to pay the remaining balance.

Can I use my AT&T Visa Gift Card* at a restaurant?

When you use your AT&T Visa Gift Card* at restaurants, bars, and hair salons, please keep in mind that the proprietor might secure an authorization/approval on your card for an amount up to 40 percent more than the total bill to account for tips and gratuities. Only the amount that you authorize will be deducted from the value of the card.

Can I use my AT&T Visa Gift Card* to pay my monthly DSL subscription fee?

No. You cannot use your AT&T Visa Gift Card* to purchase any AT&T products or services. Other Visa cards can be used to purchase AT&T products and services.

What if my purchase transactions with my AT&T Visa Gift Card* are declined?

Transactions may be declined because they're greater than the value on the card, because the card is not activated, or because the card is expired. You can activate your card and check your balance by calling 1-800-798-4167.

How can I find out the balance remaining on my AT&T Visa Gift Card*?

You can check your balance and track transactions by calling 1-800-798-4167 or going to www.myattgiftcard.com. You will be required to enter your card number and PIN. You cannot check your balance at a merchant's checkout, nor do store receipts print your available balance. Be sure you have the funds available prior to making your purchase.

What do I do with my AT&T Visa Gift Card* when the balance reaches zero?

If the card has not expired, please hold onto it. If another one of your referrals places an order before the card expires, you'll receive another credit on your card. After the card expires, an administrative fee will be deducted from the card each month after expiration until the card is destroyed.

Can I give an AT&T Visa Gift Card* to someone else?

Yes. You can give your cards to your kids, your spouse, or anyone else.

<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>

Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral code

<form field>

Billing Telephone Number

<form field> <form field> <form field>

OR

AT&T U-verse BAN

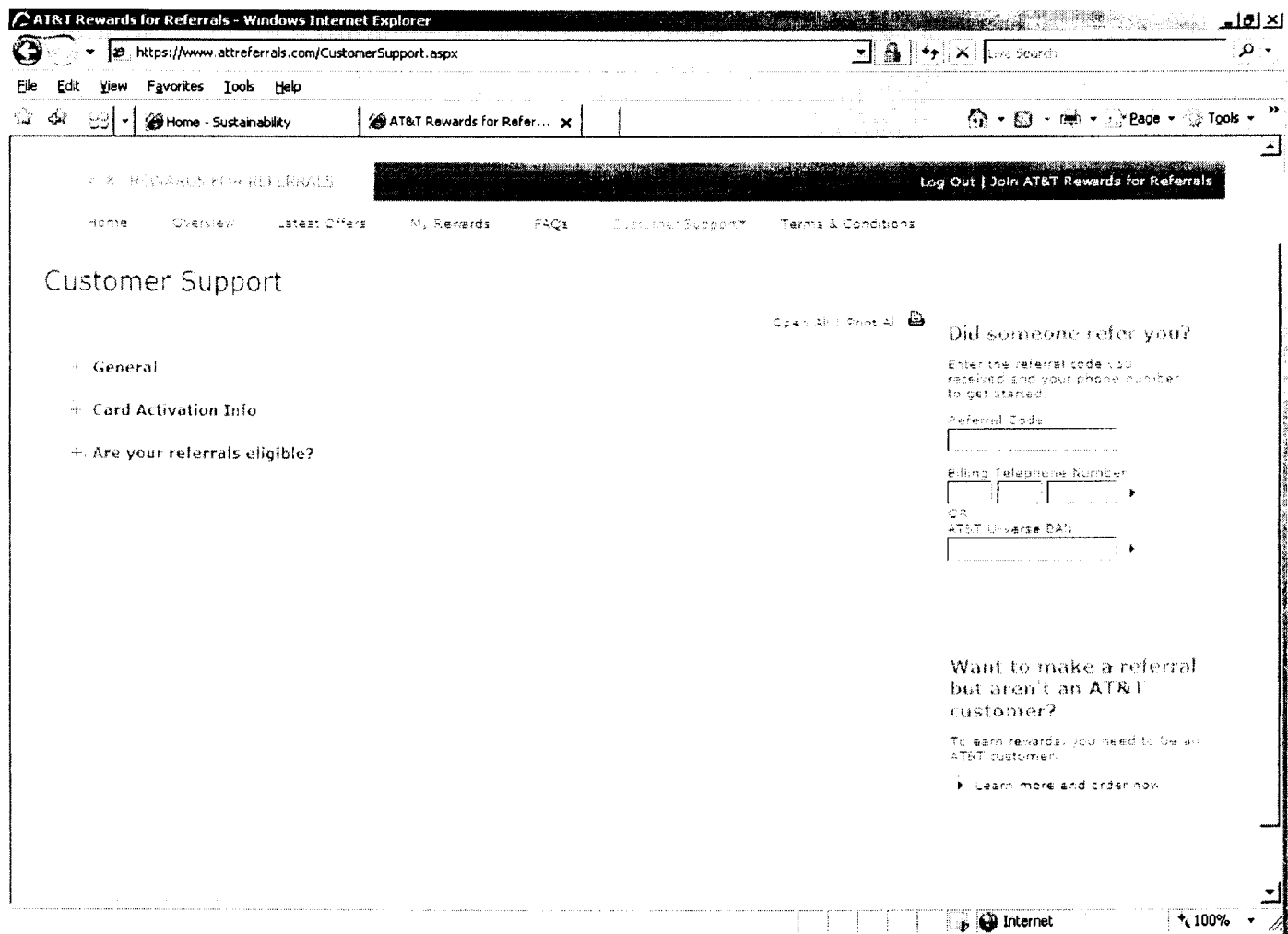
<form field>

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>

Want to make a referral but aren't an AT&T customer?

To earn rewards you need to be an AT&T customer.

[Learn more and order now](#)



<PAGE HEADER>

Customer Support

<WINDOW SHADE>

General

Please call 1-877-ATT-RWRD (1-877-288-7973) with any questions or comments regarding the AT&T Rewards for Referrals program.

Si necesita ayuda en español, llame hoy al 1-877-288-7973.

<WINDOW SHADE>

Card Activation Info

AT&T Visa® Gift Cards*

Activation: 1-800-798-4167

Activity: 1-800-798-4167 or www.myattgiftcard.com

(Please have your card number and PIN handy)

If you have any questions regarding your AT&T account, please call the number on your AT&T bill.

<WINDOW SHADE>

Are your referrals eligible?

AT&T Rewards for Referrals is available for qualifying AT&T customers in AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, and WI.

<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>

Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral code

<form field>

Billing Telephone Number

<form field> <form field> <form field>

OR

AT&T U-verse BAN

<form field>

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>

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AT&T Rewards for Referrals - Windows Internet Explorer

https://www.attreferrals.com/Terms.aspx

File Edit View Favorites Tools Help

Home - Sustainability AT&T Rewards for Referrals

AT&T Rewards for Referrals Log In | Join AT&T Rewards for Referrals

Home Overview Latest Offers FAQs Customer Support Terms & Conditions

Terms & Conditions

1. **AT&T Reward for Referrals Program ("Program") Participation:** The Program is designed to reward AT&T customers for referring friends and relatives to AT&T's products and services. Existing residential customers of an AT&T incumbent local exchange carrier with an AT&T Billing Telephone Number or AT&T U-verse Account Number ("Referral Party") are eligible to refer customers. Referral Party must register at www.att.com/referrals and receive their referral code ("Referral Code") to participate in the Program. Referral Party is eligible to receive referral rewards ("Referral Rewards" or "Rewards") when they refer relatives or friends who subscribe to qualifying AT&T services ("Referred Party") as required under these terms and conditions. Qualifying AT&T services are shown at www.att.com/referrals.

2. **Restrictions:** Only one Referral Reward granted to the Referral Party per product per Referred Party for the life of the program. The maximum amount of Referral Rewards per calendar year per Referral Party is \$599 for the duration of the program. Referral Party must provide an e-mail address. Services are not available in all areas. Referred Party must fully complete service order, including as applicable acceptance of terms of service. Referrals where the Referred Party's service order completes and is validated qualify for Rewards. Referral Rewards are unavailable to a Referral Party for any Referred Party (i) order of AT&T High Speed Internet U-verse Enabled service when the Referred Party is an existing customer of AT&T High Speed Internet service; (ii) who completes the AT&T service order online without entering the Referral Party's Member Referral Code on the www.att.com/referrals website or before giving the Referral Party's Referral Code to a representative at 1-877-ATT-RWRD; or (iii) who completes their service order after cancellation or termination of The Program. Referred Party must be new or existing residential customers of an AT&T incumbent local exchange carrier. Both Referral Party and Referred Party must have service in AL, AR, CA, CT, FL, GA, IL, IN, KS, KY, LA, MI, MO, MS, NC, NV, OH, OK, SC, TN, TX, or WI.

3. **Redemption:** Referral Party will receive an email with instructions on how to redeem Rewards. Referral Party will have 60 days upon receipt of instructions to redeem their Rewards. Reward options are shown at www.att.com/referrals and may include one or more of the following:

- i. AT&T Visa Gift Cards
- ii. Starbucks Cards; or
- iii. Amazon Gift Cards

Reward options and applicable restrictions will be provided with each card.

4. **Other Terms:** AT&T reserves the right to modify, or cancel the Program at any time, with or without notice. AT&T reserves the right to modify, suspend temporarily, or permanently, any or all of the services or restrictions of Referral Party's order for service. AT&T reserves the right to cancel any Referral Party's account at any time, with or without notice. AT&T employees, including employees of AT&T affiliated companies, and referees who are eligible to participate in the AT&T Rewards program are not eligible to participate in the Program.

AT&T Visa Gift Cards are cashless, store value, debit cards and are valid for 6 months from issuance. AT&T Visa Gift Cards may not be used to purchase AT&T products or services. Other Visa cards may be used to purchase AT&T.

Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral Code

Billing Telephone Number

OR

AT&T U-verse BAK

Want to make a referral but aren't an AT&T customer?

To earn rewards, you need to be an AT&T customer.

Learn more and order now

<PAGE HEADER>
Terms & Conditions

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(3) **Redemption:** Referral Party will receive an email with instructions on how to redeem Rewards. Referral Party will have 60 days upon receipt of instructions to redeem their Rewards. Reward options are shown at www.att.com/referrals and may include one or more of the following:

- i. AT&T Visa Gift Cards
- ii. Starbucks Cards; or
- iii. Amazon Gift Cards

Terms and conditions apply and will be provided with each card.

(4) Other Terms: AT&T reserves the right to modify or cancel the Program at any time, with or without notice. AT&T reserves the right to modify or discontinue, temporarily or permanently, any or all of the services or restrict or reject any Referred Party's order for service. AT&T reserves the right to cancel any Referral Party's account at any time, with or without notice. AT&T employees (including employees of AT&T affiliated companies) and retirees who are eligible to participate in the Prefer2Refer program are not eligible to participate in the Program.

AT&T Visa Gift Cards are good anywhere Visa debit cards are accepted and are valid for 6 months from issuance. AT&T Visa Gift Cards may not be used to purchase AT&T products or services. Other Visa cards can be used to purchase AT&T products and services. AT&T Visa Gift Cards are issued by West Suburban Bank pursuant to a license from Visa U.S.A. Inc. AT&T Visa Gift Cards terms and conditions apply. Amazon, Amazon.com, and the Amazon.com logo are registered trademarks of Amazon.com, Inc. or its affiliates. Amazon.com gift cards are issued by ACI Gift Cards, Inc. and are redeemable only at Amazon.com. See amazon.com/gc-legal for terms and conditions of use of Amazon.com gift cards. Starbucks, the Starbucks logo, and the Starbucks Card design are either trademarks or registered trademarks of Starbucks U.S. Brands, LLC. Starbucks and Amazon.com are not participating partners in or sponsors of this program.

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<RIGHT COLUMN MODULE: DID SOMEONE REFER YOU>
Did someone refer you?

Enter the referral code you received and your phone number to get started.

Referral code
<form field>
Billing Telephone Number
<form field> <form field> <form field>
OR
AT&T U-verse BAN
<form field>

<RIGHT COLUMN MODULE: WANT TO MAKE A REFERRAL>

Want to make a referral but aren't an AT&T customer?
To earn rewards you need to be an AT&T customer.

[Learn more and order now](#)

Additional Pages

ATI High Speed Internet II-verse Enabled

Free radicals in very low-boiling hydrocarbons

1. The rate of reaction of C_2H_6 with C_2H_5 radicals was measured at 100°C. The rate constant was found to be $1.5 \times 10^6 \text{ l. mole}^{-1} \text{ sec}^{-1}$.

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9. The rate of reaction of C_2H_6 with C_2H_5 radicals was measured at 100°C. The rate constant was found to be $1.5 \times 10^6 \text{ l. mole}^{-1} \text{ sec}^{-1}$.

10. The rate of reaction of C_2H_6 with C_2H_5 radicals was measured at 100°C. The rate constant was found to be $1.5 \times 10^6 \text{ l. mole}^{-1} \text{ sec}^{-1}$.

[illegible]

Stylized English: *Stylized English* is a form of English that is written in a way that is difficult to read. It is often used in the context of the English language, and it is a form of English that is written in a way that is difficult to read. It is often used in the context of the English language, and it is a form of English that is written in a way that is difficult to read. It is often used in the context of the English language, and it is a form of English that is written in a way that is difficult to read.

Learn More and Order!

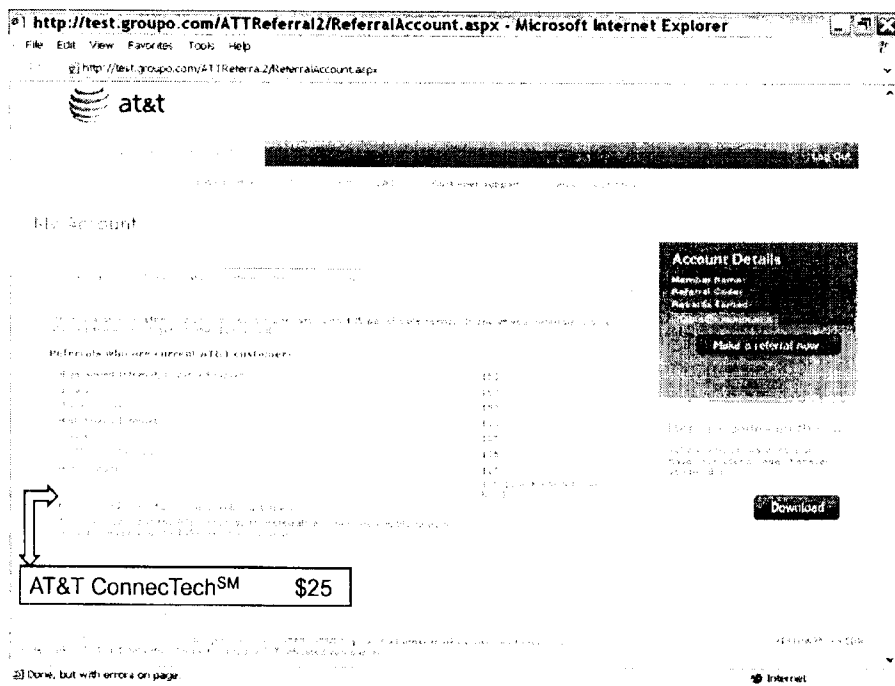
AT&T ConneCTechSM
Fast and simple in-home help from PC, home network, TV, and home theater experts.

Learn More and Order

$$f_{\alpha} = \frac{1}{\Gamma(\alpha)} \int_0^x (x-t)^{\alpha-1} f(t) dt, \quad \alpha > 0, \quad f \in L^1(\mathbb{R}^+), \quad (1)$$

DE : 2008/01/27

(Page 2 of 2)



ATTACHMENT D

Promotion Description

Service Connection Charge Waiver Extension

Overview

The Service Connection Charge Waiver Extension promotion is scheduled to begin on 12/22/2008 and end on 12/31/2010. The Line Connection Charge may be waived for customers who subscribe to Complete Choice Basic or any other package or service that contain those elements. It can also be waived for customers who subscribe to basic local service plus two non-zero rated features.

Promotion Specifics

EXTEND OFFER FROM 12/22/09 THROUGH 12/31/10

Waive the service connection charge for acquisition customers, who subscribe to Complete Choice Basic or any other package or service that contain those elements. It can also be waived for customers who subscribe to basic local service plus two non-zero rated features. This offer applies to customers in the states of AL, FL, GA, KY, LA, MS, NC, SC and TN from 12/22/2009 thru 12/31/2010.

Promotion Restrictions/Eligibility Requirements

Offer Criteria:

1. Customer must have at least one wireline local service or equivalent (wireless in lieu of wireline) with a provider other than AT&T at a local service address with in the AT&T territory.
2. The customer must select AT&T as their local service provider.
3. Customer must request the qualifying service at the same address & in the same name as the existing service, unless customer is planning an imminent move from one address in AT&T territory to another address within 30 days of responding to the offer. In the case of an imminent move, BellSouth can offer the customer the promotion & place the order at the new address.
4. This offer is not valid for out of region customers who are new to AT&T.
5. This offer is not available to existing AT&T customers.
6. Customer must not have had local service with AT&T at least 10 days prior to the new service connection date.
7. AT&T employees are not eligible for this offer.
8. Offer valid for only one (1) service line at the intended local service address.
9. Offer may be combined with cash back offers on other affiliates, or other promotional offers on the same service, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.
10. AT&T reserves the right to discontinue or modify this promotion at any time without notice.
11. The customer must place the order on or before 12/31/2010.
12. Customer must have the eligible services on their new service order (N) in order to receive the promotional offer.
13. The customer must place the order through an AT&T business office or outbound telemarketing vendor or alternate channels as indicated.

Promotion Description

T Order Closer Waiver

Overview

The T Order Closer Waiver promotion is scheduled to begin on 1/1/2010 and end on 9/30/2010. The current offer will be extended through 9/30/10. Existing customers who place an order to move their service to a new location through a Consumer Inbound sales channel may be eligible for a waiver of the line connection charge.

Promotion Specifics

Customers who place an order to move their service (T order) to a new location through the Consumer Inbound sales channel may be eligible for a waiver of the line connection charge if they meet the eligibility requirements. Sales Associate will manually waive the charges on the T order.

Promotion Restrictions/Eligibility Requirements

1. Available to existing customers who place an order to move their service to a new location through a Consumer Inbound sales channel may be eligible for a waiver of the line connection charge.
2. T orders to move service must be issued between January 1, 2010 and September 30, 2010 to qualify.
3. This is a limited time offer.
4. BellSouth reserves the right to discontinue or modify this promotion at any time without customer notice.
5. Customer must be offered installment billing on the line connection fee and refuse.
6. Customer must be at the point of aborting the T order prior to the waiver being offered.
7. No other line connection waiver can apply.

Promotion Description

Online Service Connection Charge Waiver

Overview

The Online Service Connection Charge Waiver promotion is scheduled to begin on 1/1/2010 and end on 12/31/2010. The Line Connection Charge may be waived for residential customers who order new (N Order) or transfer (T Order) service using att.com or bellsouth.com

Must purchase a minimum of two verticals.

Promotion Specifics

Extending as is through 12/31/2010

Waive service connection charge to residential customers who order or transfer service on att.com or bellsouth.com and who are currently in AT&T Southeast territory for local service in: AL, FL, GA, KY, LA, MS, NC, SC and TN. Offer available for up to 3 lines.

Promotion Restrictions/Eligibility Requirements

Offer Criteria:

1. Customer must order new service or move existing service on att.com or bellsouth.com.
2. The customer must select AT&T as their local service provider.
3. Customer must request the qualifying service at the same address & in the same name as the existing service, unless customer is planning an imminent move from one address in AT&T territory to another address within 30 days of responding to the offer. In the case of an imminent move, AT&T can offer the customer the promotion & place the order at the new address.
4. AT&T employees are not eligible for this offer.
5. Offer valid for only one (3) service line at the intended local service address.
6. Offer may be combined with cash back offers on other affiliates, or other promotional offers on the same service, as such offers may be concurrently available from time to time, provided that the Company reserves the right to prohibit the combination of this promotion with any other promotion, at the Company's sole discretion.
7. AT&T reserves the right to discontinue or modify this promotion at any time without notice.
8. The customer must place the order on or before 12/31/2010
9. The customer must place the order through att.com or bellsouth.com
10. Customer must order a minimum of 2 verticals.

ATTACHMENT E

[Login Here](#)

AT&T Reward Center

[My Reward Center](#)[Check AT&T Reward Visa® Prepaid Card Activity](#)[Frequently Asked Questions](#)[Contact Us / Contáctenos](#)

frequently asked questions

Just click on a question from the list below to view the answer. Can't find what you're looking for? Please contact us.

Reward Submission Information

- How do I redeem for a reward online?
- How do I redeem for a reward that requires a mail-in coupon?
- When can I redeem for any eligible online rewards?
- How do I redeem my reward if I purchased in an AT&T Store?
- How can I check the status of a reward for a purchase made in an AT&T Store?
- I have mailed my rebate form and/or completed my redemption online. How long will it take for me to receive my rebate?
- It's been over four weeks since I ordered, and I have not received any information on the reward I was offered during my purchase. What should I do?
- I bought more than one of the same product under a reward promotion. Will I get more than one reward?
- How long do I have to redeem my reward?
- I forgot to submit my rebate form and now it has expired. If I submit it late, will I be able to get my reward?
- I noticed my online reward has expired. Can I still redeem my reward?
- I am experiencing difficulty redeeming my reward online, what should I do?

General Reward Information

- Whose name will appear on the reward check or AT&T Reward Card?
- How do I change the name on the reward check?
- May I provide the AT&T Reward Card number as payment for my AT&T bill?
- May I send the reward check in as payment for my AT&T bill?
- Where can I cash my reward check?
- My reward was lost. How do I get it replaced?
- How can I check the balance of my AT&T Reward Card?
- What is an activation/Installation date?

How do I redeem for a reward online?

Most of our promotions can be redeemed online at the AT&T Reward Center. To review and redeem your rewards, you must enter some account information to log in to the Reward Center:

- For AT&T U-verse Rewards – Enter your U-verse account number
- For AT&T High Speed Internet Direct Rewards – Enter your AT&T High Speed Internet Direct account number
- For all other Rewards – Enter your AT&T home billing telephone number

From there, you can see a list of rewards you may have qualified for, redeem rewards online, print paper rebate forms (when applicable), and check the status of any rewards you have redeemed.

NOTE: If you have rewards for AT&T U-verse, AT&T High Speed Internet Direct, and other products, you must log in to each account separately to view and redeem your rewards associated with each.

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How do I redeem for a reward that requires a mail-in coupon?

Certain promotions may require you to mail in a rebate form, perhaps with supporting documentation. If you were offered a promotion with a rebate form requirement and don't already have your rebate form, this should be mailed to your billing address within 3-4 weeks of completion of your service order, or you may print the form from your reward page after you log into the AT&T Reward Center.

Please do not submit rebate forms with your AT&T bill payment, as they can not be processed.

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When can I redeem for any eligible online rewards?

Please allow 3-4 weeks from the completed installation date of your order to receive redemption instructions and for your reward information to display on the AT&T Reward Center. Once your qualifying reward displays as eligible on the Reward Center it can be redeemed at any time, up to the redeem by date next to the reward.

[Back to Top](#)

How do I redeem for a reward if I made a purchase in an AT&T Store?

Your customer service representative should provide you with details of any rewards you may be eligible to receive and how to redeem those rewards.


If you lose your rebate form for your purchase at an AT&T Store, a replacement can be obtained at any AT&T store.

[Back to Top](#)

How can I check the status of a reward for a purchase made in an AT&T Store

After mailing in your rebate form provided by the customer service representative or redeeming your reward online (for video products), you can check the status of your rebate online.


- If you purchased an AT&T High Speed Internet Modem, AT&T Wireless Gateway, or an Advanced TV service (i.e. AT&T U-verse, AT&T | DIRECTV) in an AT&T Store, you can check the status of your reward online at the AT&T Reward Center
- If you purchased any other product or service in an AT&T Store and mailed in your rebate form, you can check the status of your rebate online at <http://www.att.com/wirelessrebate>

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I have mailed my rebate form and/or completed my redemption online. How long will it take for me to receive my rebate?

Processing time will vary depending on many factors, but most validated rebates should be received within 4-6 weeks of submitting your rebate via mail or online. You can obtain a real-time status for most rewards at the AT&T Reward Center.

For purchases made in an AT&T Store, with the exception of an AT&T High Speed Internet Modem, AT&T Wireless Gateway, or Advanced TV service (i.e. AT&T U-verse, AT&T | DIRECTV), you can check the status of your rebate online at <http://www.att.com/wirelessrebate>.


 [Back to Top](#)

It's been over four weeks since I ordered, and I have not received any information on the reward I was offered during my purchase. What should I do?

First, log in to the AT&T Reward Center, any eligible rewards for which an order has completed should be displayed on the Reward Center website.

If you are still unable to obtain information on your rewards, please contact the AT&T Reward Center to initiate an investigation. The contact number can be found on the Contact Us link. To help expedite your request, please gather the following information before your call:

- A list of the services you ordered, the date you ordered these services and the date the services were installed. Your latest AT&T bill would be a good source for this information. If you need a copy of your latest AT&T bill, please visit <http://www.att.com/> and click on "Manage Your AT&T Services".
- Details on the amount and type of promotion you were offered by the sales associate.

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
I bought more than one of the same product under a reward promotion. Will I get more than one reward?

Many reward promotions have a limit on the number of reward requests that can be submitted under a single promotion. To find out the specific rules for a given promotion that you have qualified for, please review the terms and conditions on your rebate form. For online redemption promotions, you can review the offer Terms and Conditions by logging on to the AT&T Reward Center.

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How long do I have to redeem my reward?

Reward expiration dates vary by promotion, so please carefully read the terms and conditions and reward materials for your expiration timeline. If general, you will have a minimum of 30 days to redeem your reward from the time you receive notification of your reward qualification.

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I forgot to submit my rebate form and now it has expired. If I submit it late, will I be able to get my reward?

No. We apologize, but expired rewards will not be honored.

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I noticed my online reward has expired. Can I still redeem my reward?

No. We apologize, but expired rewards will not be honored.


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I am experiencing difficulty redeeming my reward online, what should I do?

If you are having difficulty, please see the possible reasons below:

- Some rewards may require 30 days of service activation from the time of installation/activation.
- Multiple rewards may not be posted at the same time.
- Not eligible if service has been cancelled.
- Some rewards may not be combined with other offers.

If any of these reasons do not apply to you please contact the AT&T Reward Center for assistance. The contact number can be found on the Contact Us link.

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Whose name will appear on the reward check or AT&T reward Card?


The name on the check or AT&T Reward Card will be the same as the name on your AT&T bill.

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How do I change the name on the reward check?


To change the name on your reward check, the name on your AT&T service account must be changed. To change the name on your AT&T service account, please contact your local AT&T Service Center, whose contact number can be found on the [Contact Us](#) link.

After the name on your AT&T service account has been updated, the AT&T service center representative can confirm this information with the Reward Center to ensure the name on your reward check is changed.

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May I provide the AT&T Reward Card number as payment for my AT&T bill?

Yes. However, AT&T Reward Cards may not be used to purchase regulated AT&T products and/or services in states where prohibited. You may use your AT&T Reward Card for purchases anywhere Visa debit cards are accepted.

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May I send the reward check in as payment for my AT&T bill?

No. The check may not be directly applied to your AT&T bill.

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Where can I cash my reward check?

Checks can be cashed at your personal bank, the bank listed on your reward check, or at a check cashing company.

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
My reward was lost. How do I get it replaced?

Please contact the AT&T Reward Center, whose contact number can be found on the [Contact Us](#) link. A reward center representative will assist you with investigating your claim.

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How can I check the balance of my AT&T Reward Card?

You can check the balance of your AT&T Reward Card on the Reward Center by clicking on [Check Visa Reward Card Balance](#).

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What is an activation/installation date?

Installation or activation date is the date in which equipment was installed at your home, the date you connected to the service, and/or the date you registered service and will begin to be billed.

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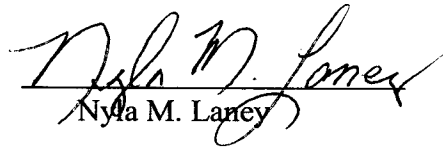
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